

Figure 1

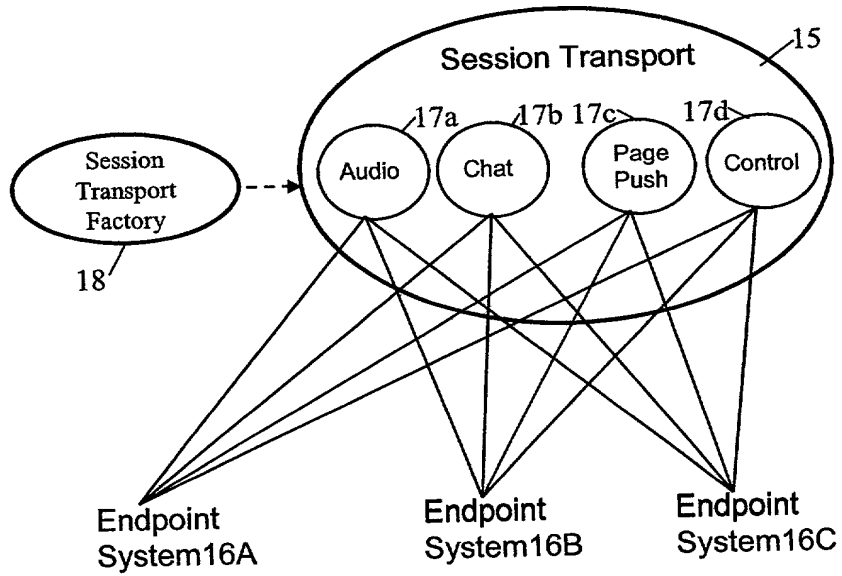


Figure 2

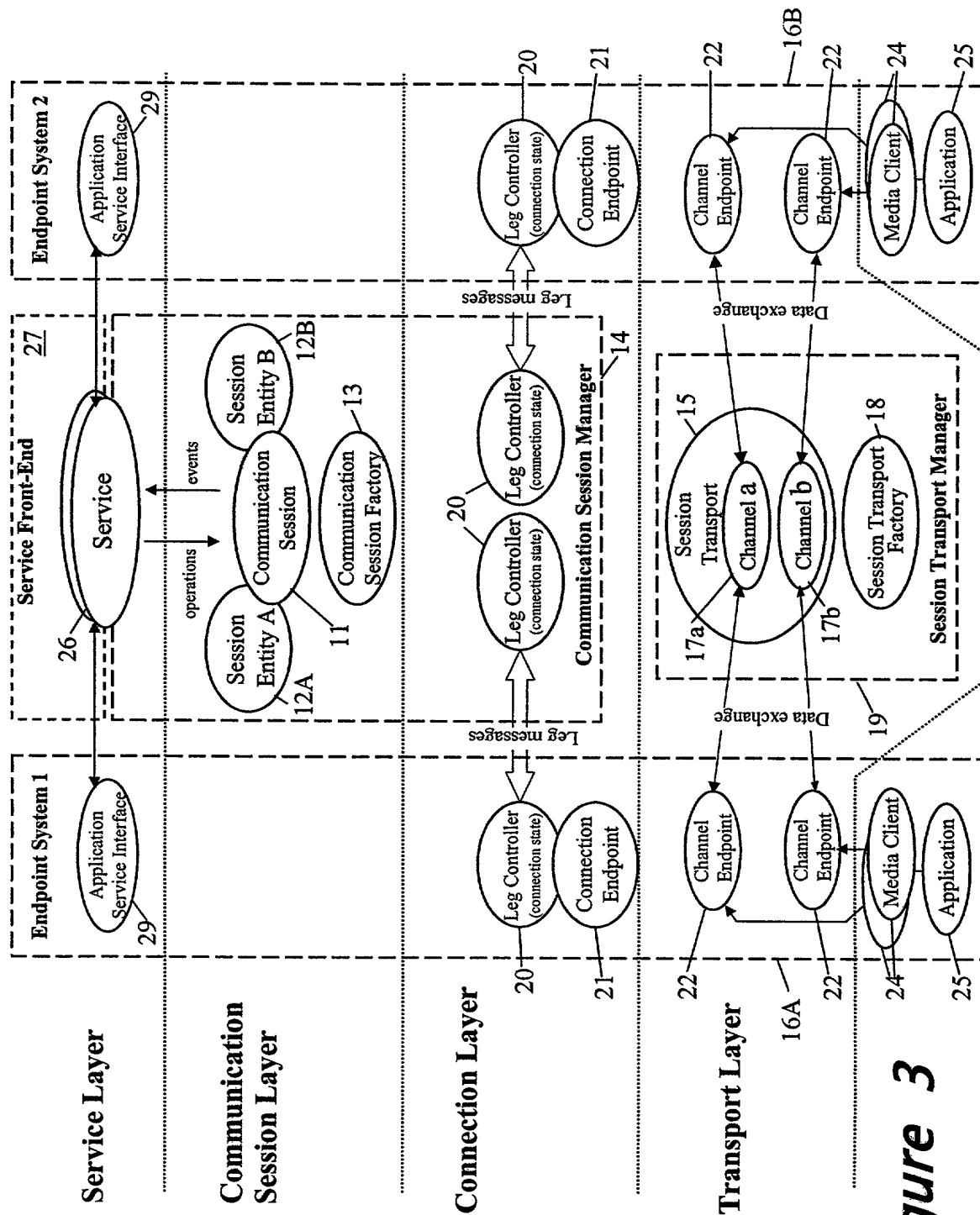


Figure 3

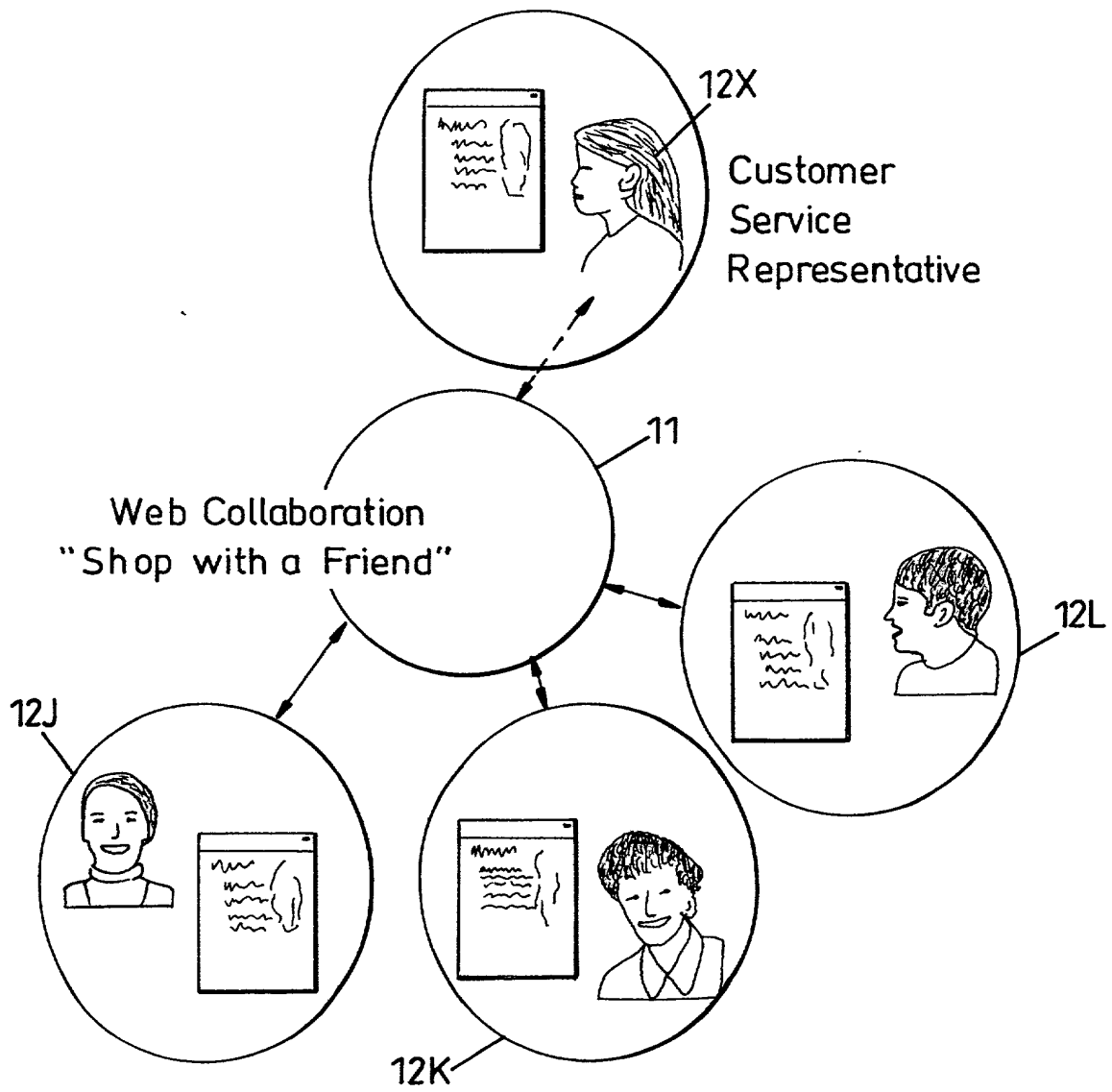


Fig. 4

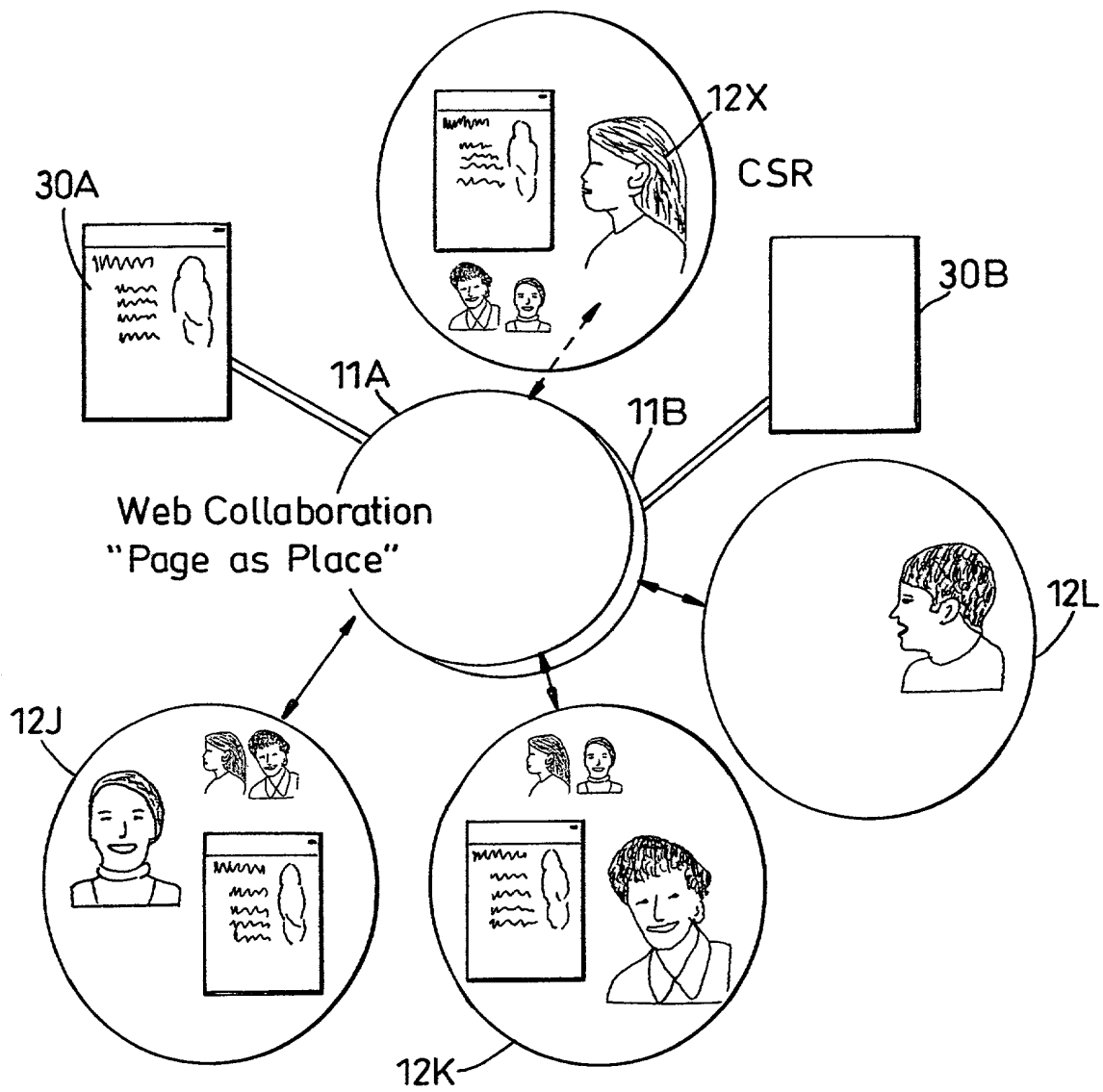


Fig. 5

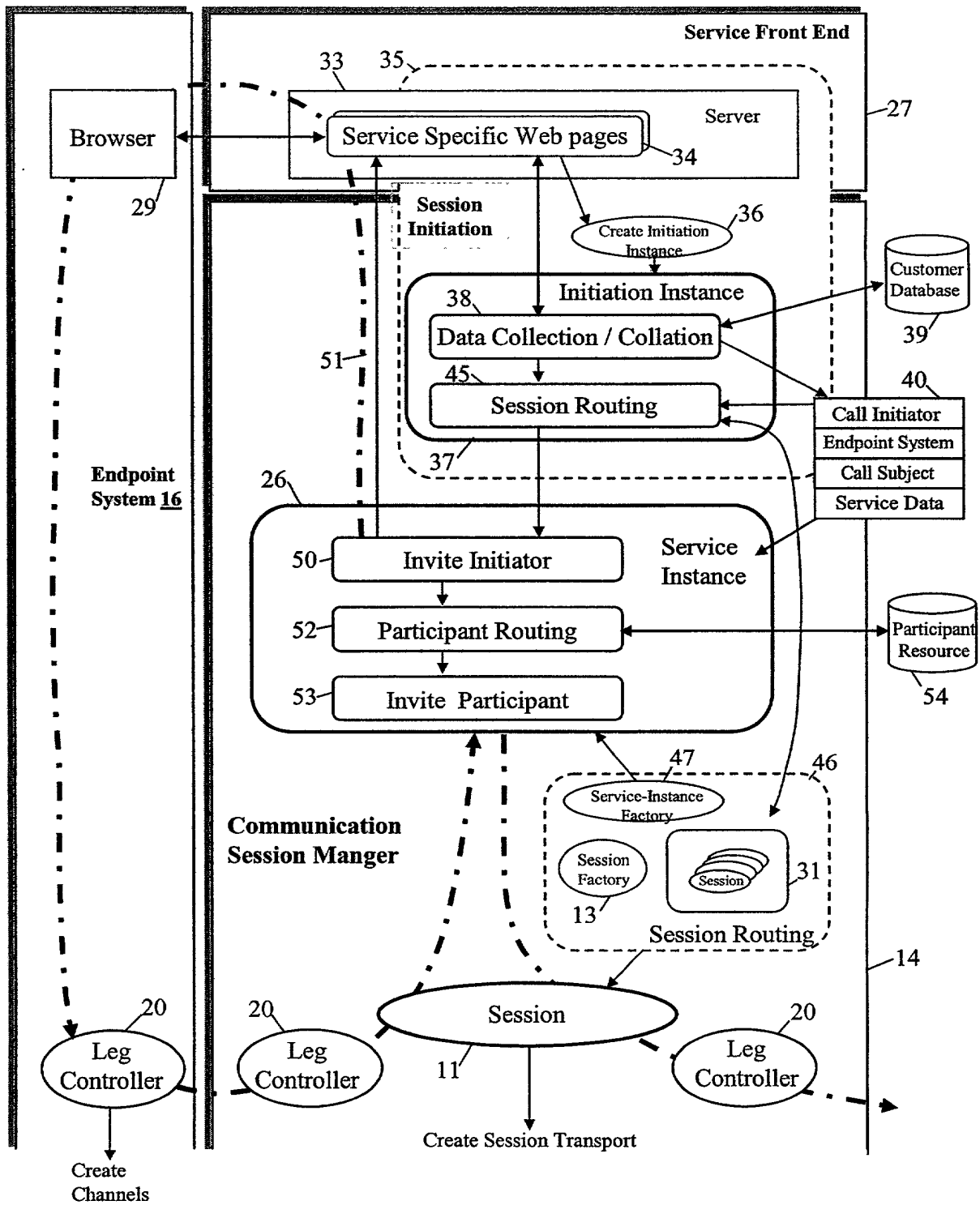


Figure 6

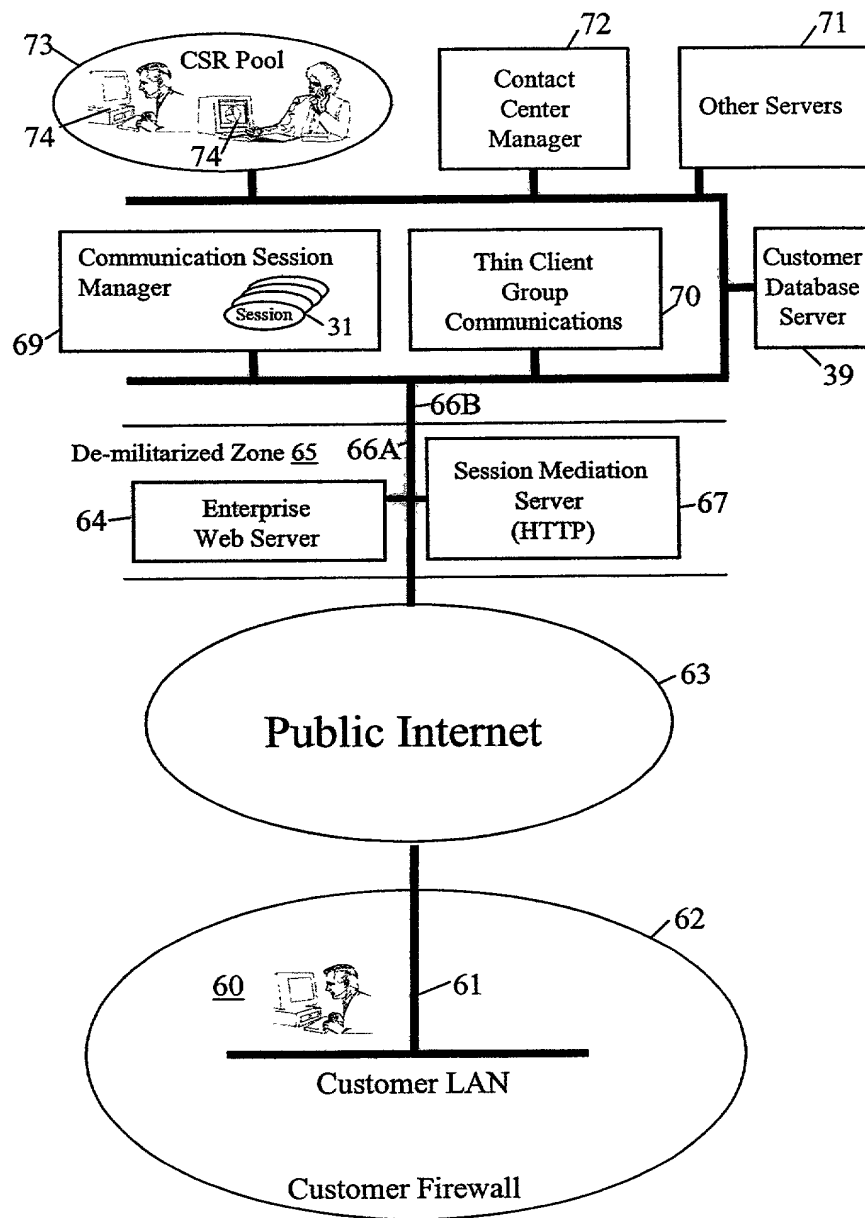


Figure 7

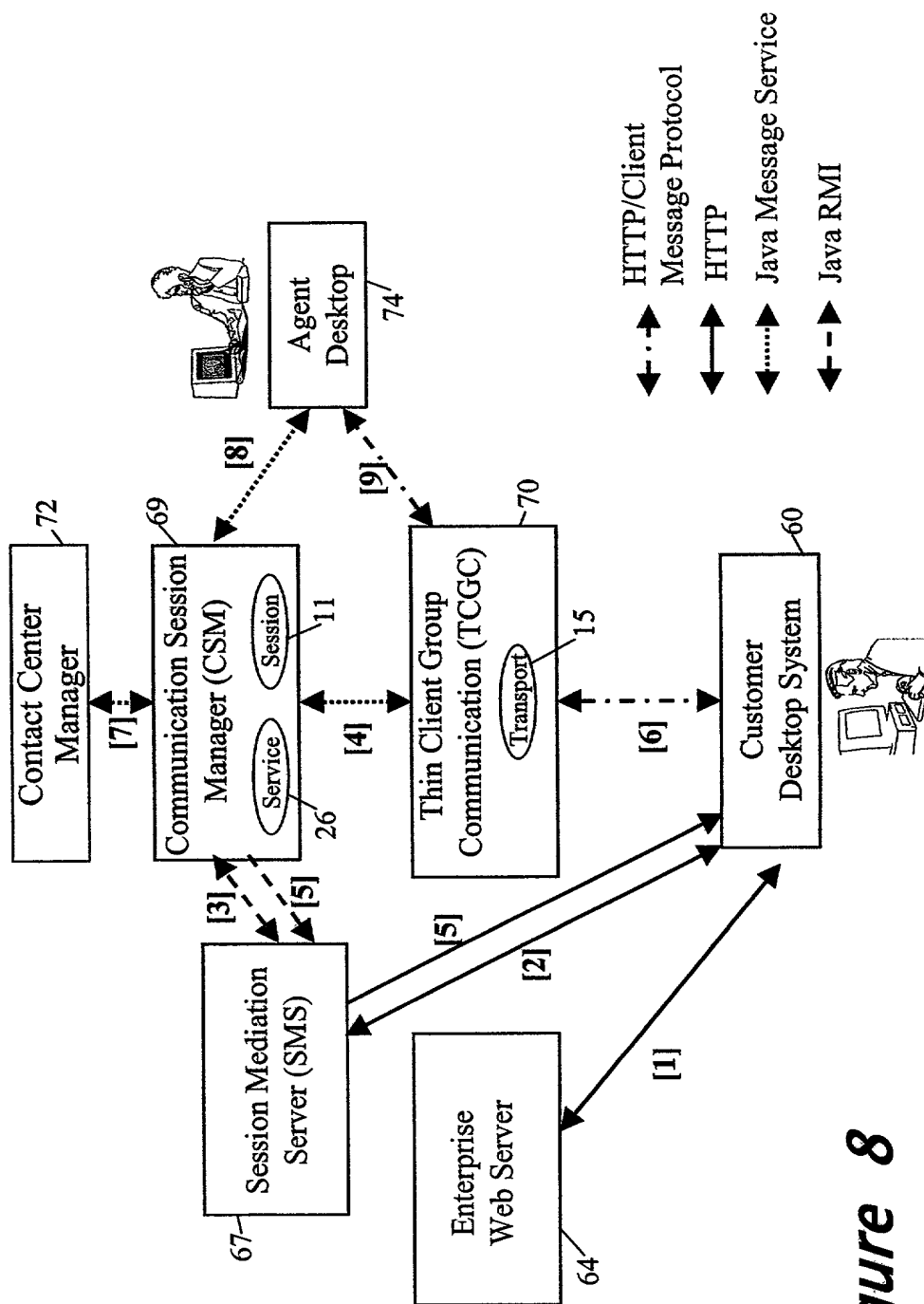


Figure 8

| | | | | | | | |
|--|----------------|---------------------|-------------------------------|---|---------------------|--|--|
| ICC Call Control | | | | Agent Page Push - Microsoft Internet Explorer | | | |
| | | | | | | | |
| Call ID 4-5 | Priority -1 | Campaign Hoovers | Customer ID cust 478550911 | Media Fred Bloggs | Status <u>82</u> | | |
| ICC Chat - English General Phrases - Hoovers | | | | File Edit View Go Favorites Help | | | |
| <p>Welcome Agent Joe You are now on-line</p> <p>--Fred is here--</p> <p>Agent Joe says: Hi, how can I help you?</p> <p>Fred says: Tell me about HP</p> | | | | <p>Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail</p> <p>Address:</p> | | | |
| <p>Input text below and press RETURN</p> | | | | <p>Select Another Country</p> <p>United States Go</p> | | | |
| <p>Solutions for:</p> <ul style="list-style-type: none"> E-services Small Business Home & Home Office Developers | | | | <p>United States</p> <p>Highlights</p> | | | |
| <p>Type URL below and press PUSH <u>86</u></p> <p>http://www.hp.com/</p> | | | | <p>Privacy Statement Use of this site indicates you accept the terms of use</p> <p><u>87</u></p> | | | |
| <p>Common Bookmarks Hoovers</p> | | | | <p>Local intranet zone (Mixed)</p> | | | |

Fig. 9

109101 005/660

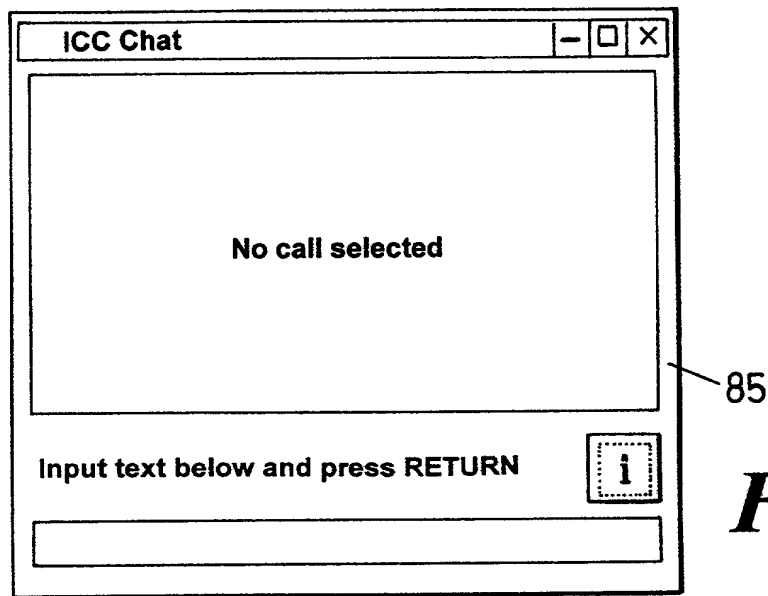


Fig. 10

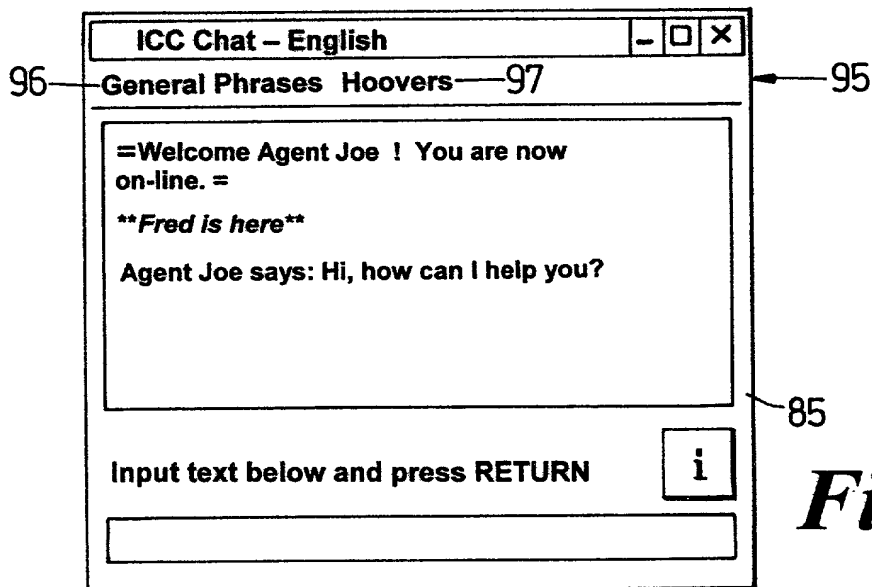


Fig. 11

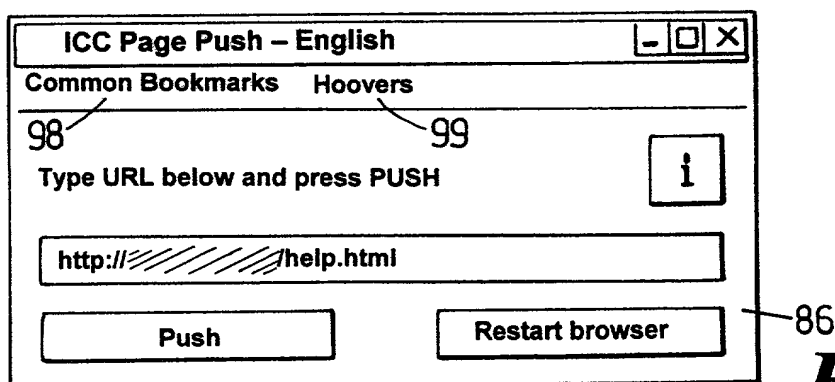


Fig. 12

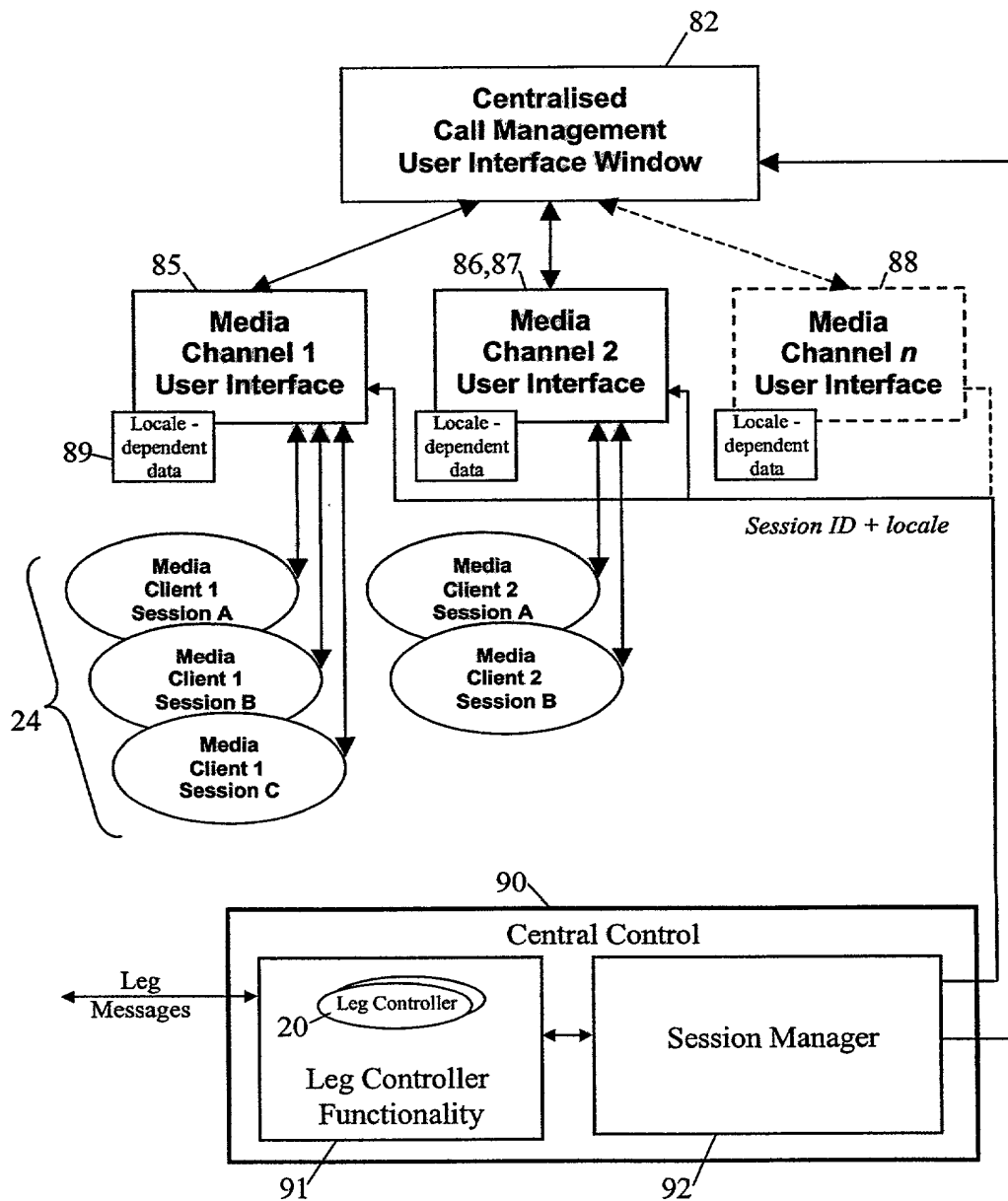


Figure 13

| Call ID | Priority | Campaign | Customer ID | Customer Name | Media | Status |
|---------------------------------------|----------|----------|----------------|---------------|-------|-------------|
| 39 | -1 | Hooovers | cust-479550911 | Fred Bloggs | | Normal call |
| <p style="text-align: center;">82</p> | | | | | | |

Fig. 14

109101-00542660

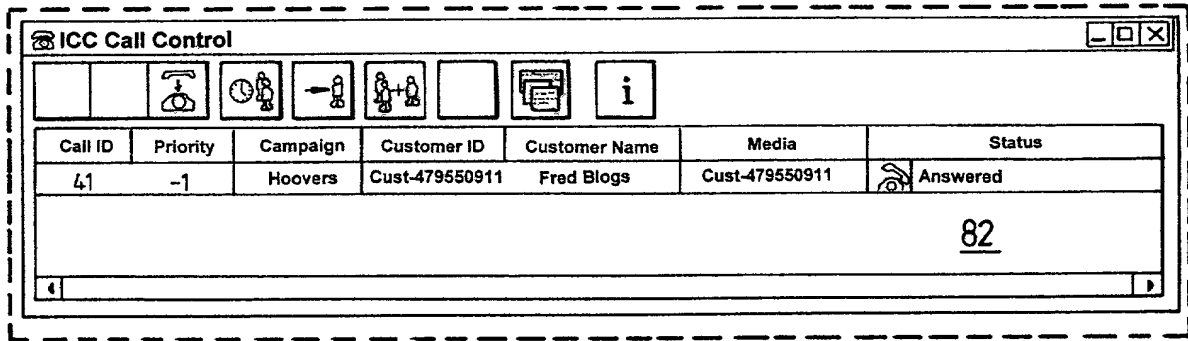


Fig. 15

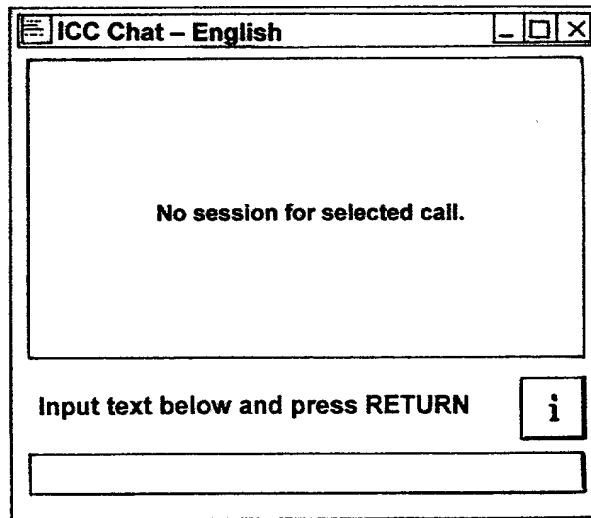


Fig. 16

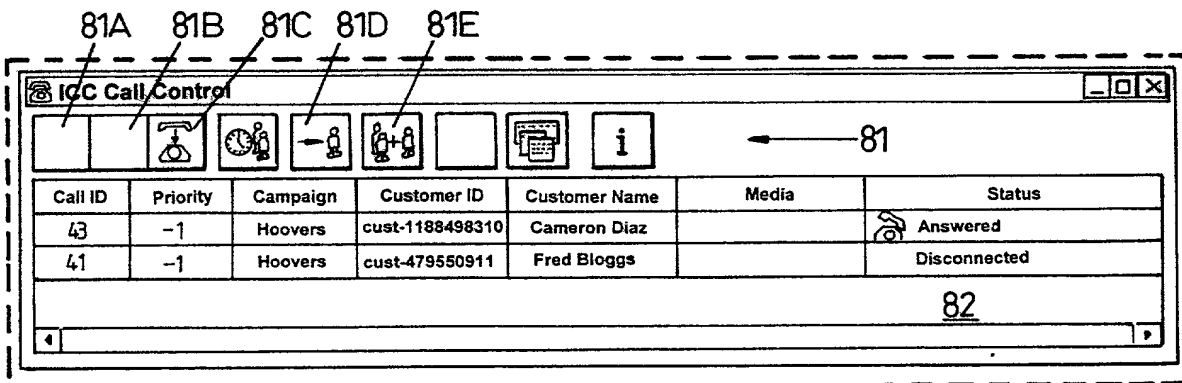


Fig. 17

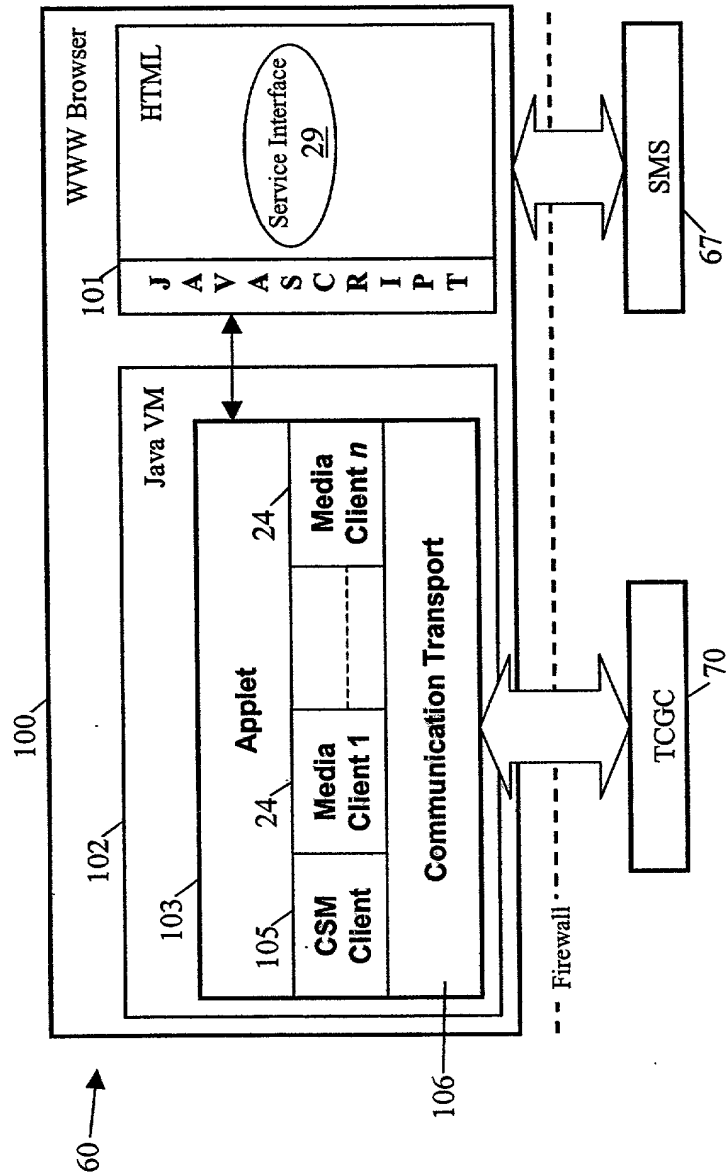
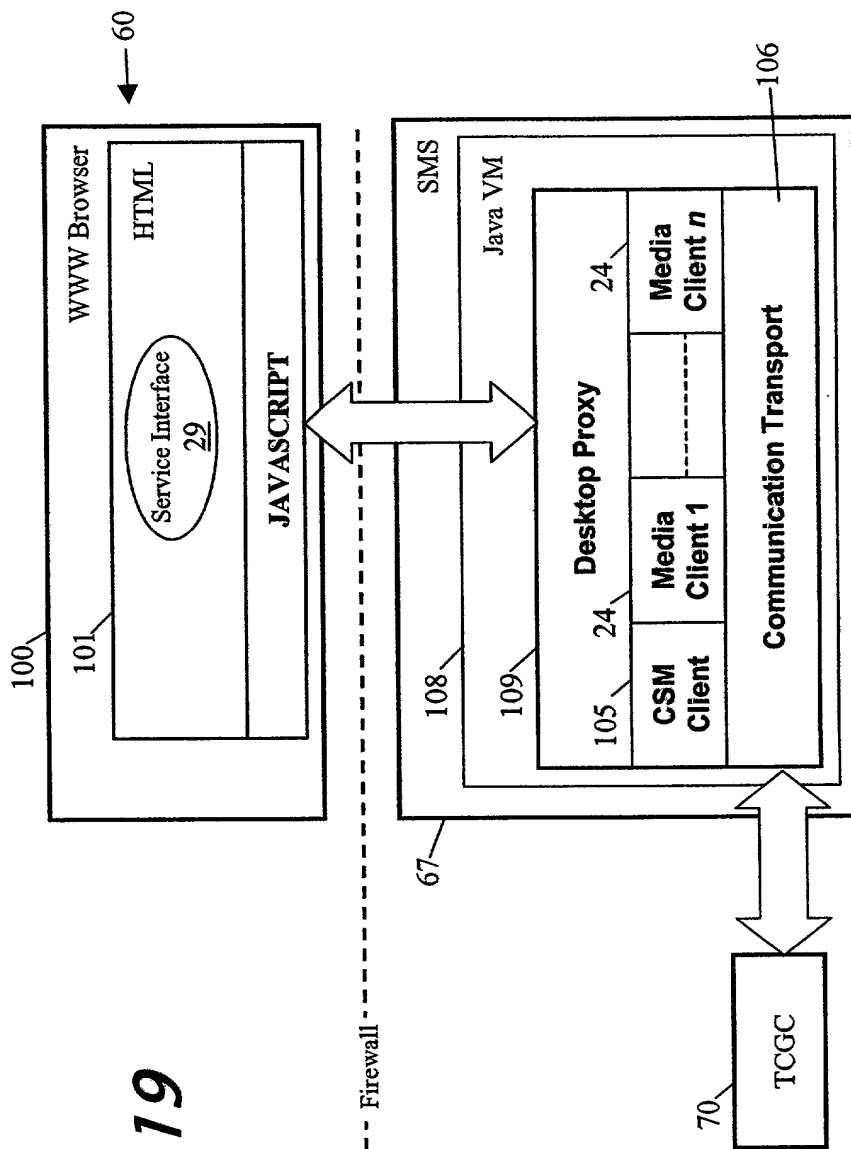


Figure 18

Figure 19



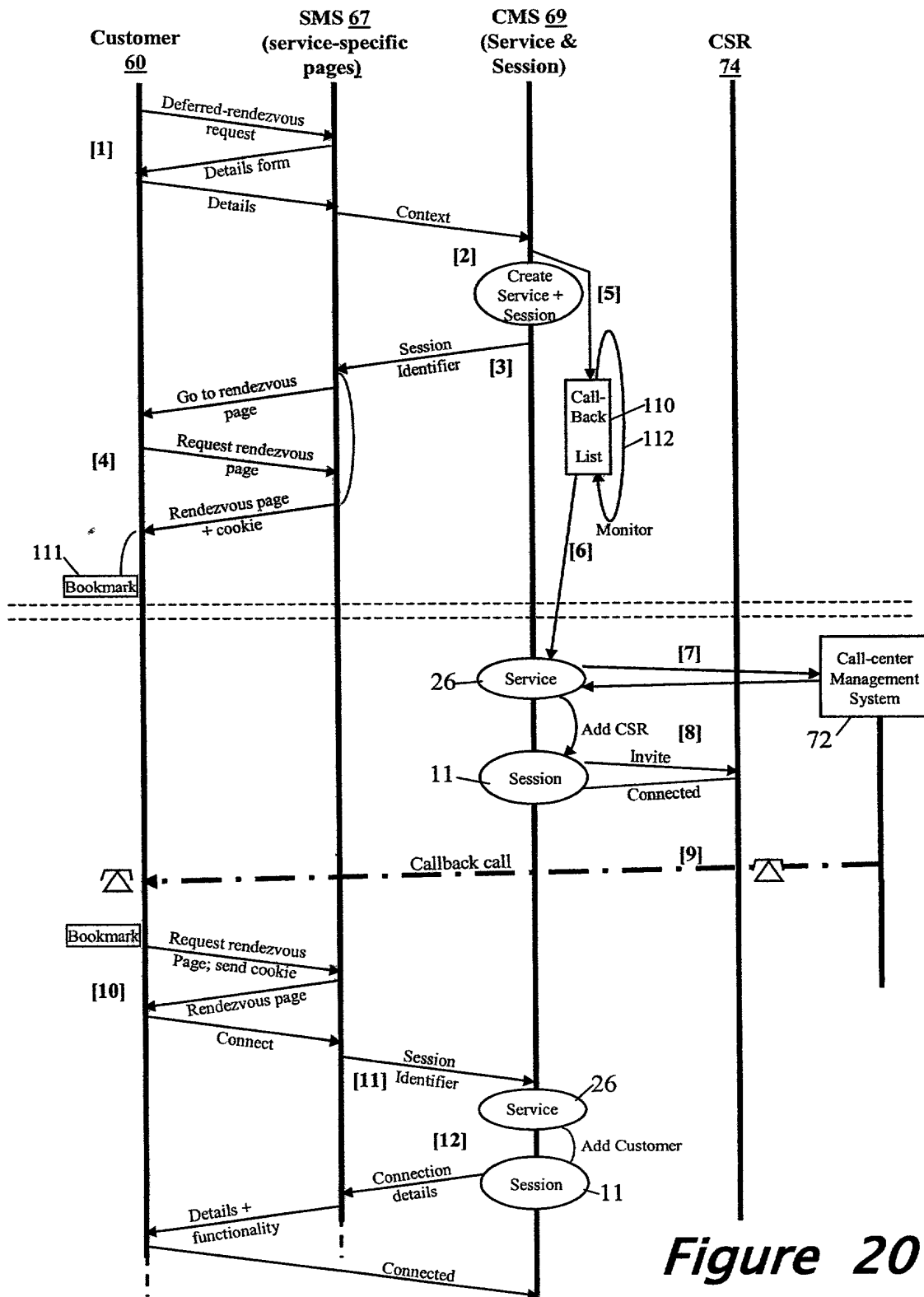


Figure 20

109101 * 005/2660

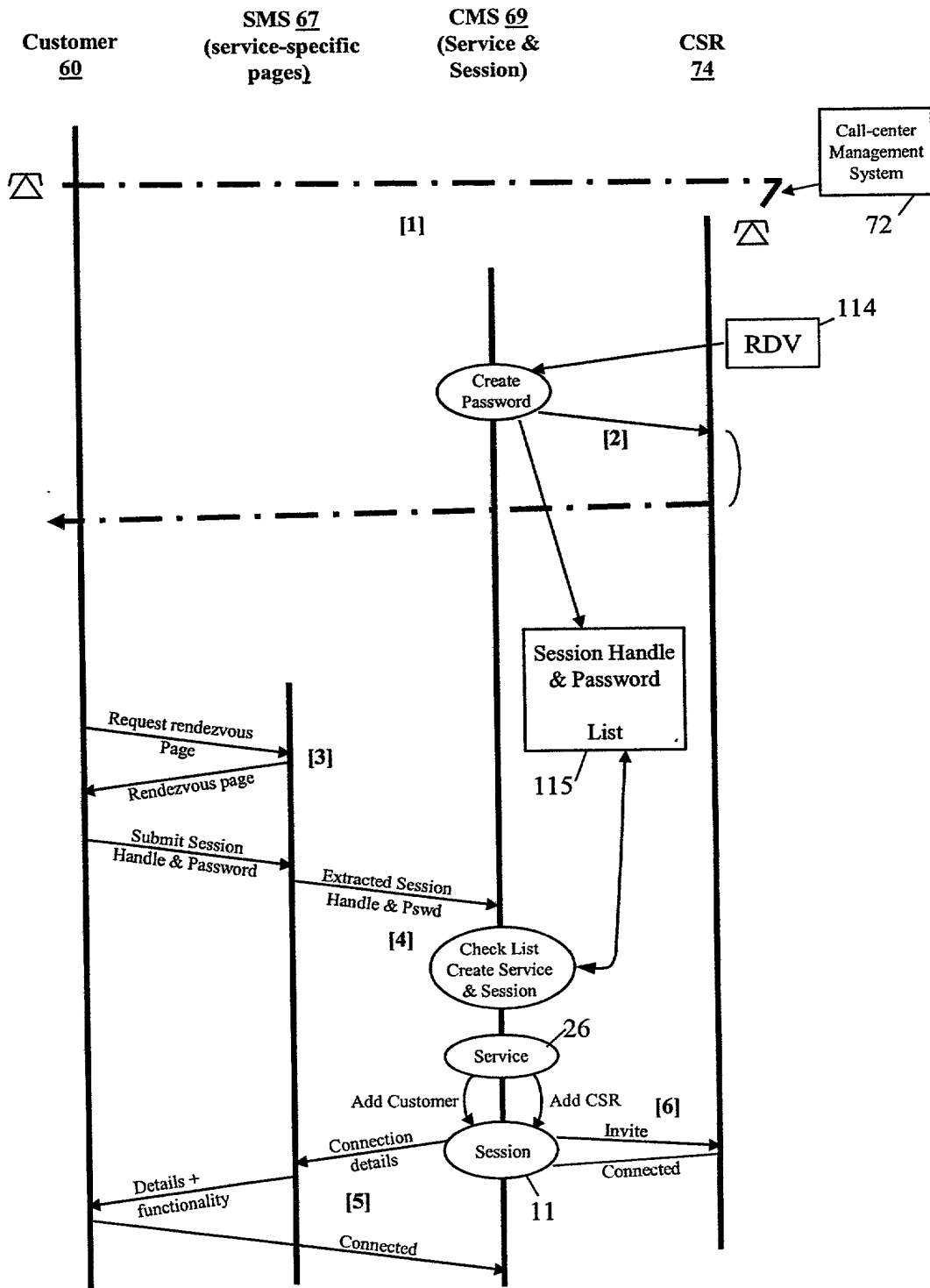
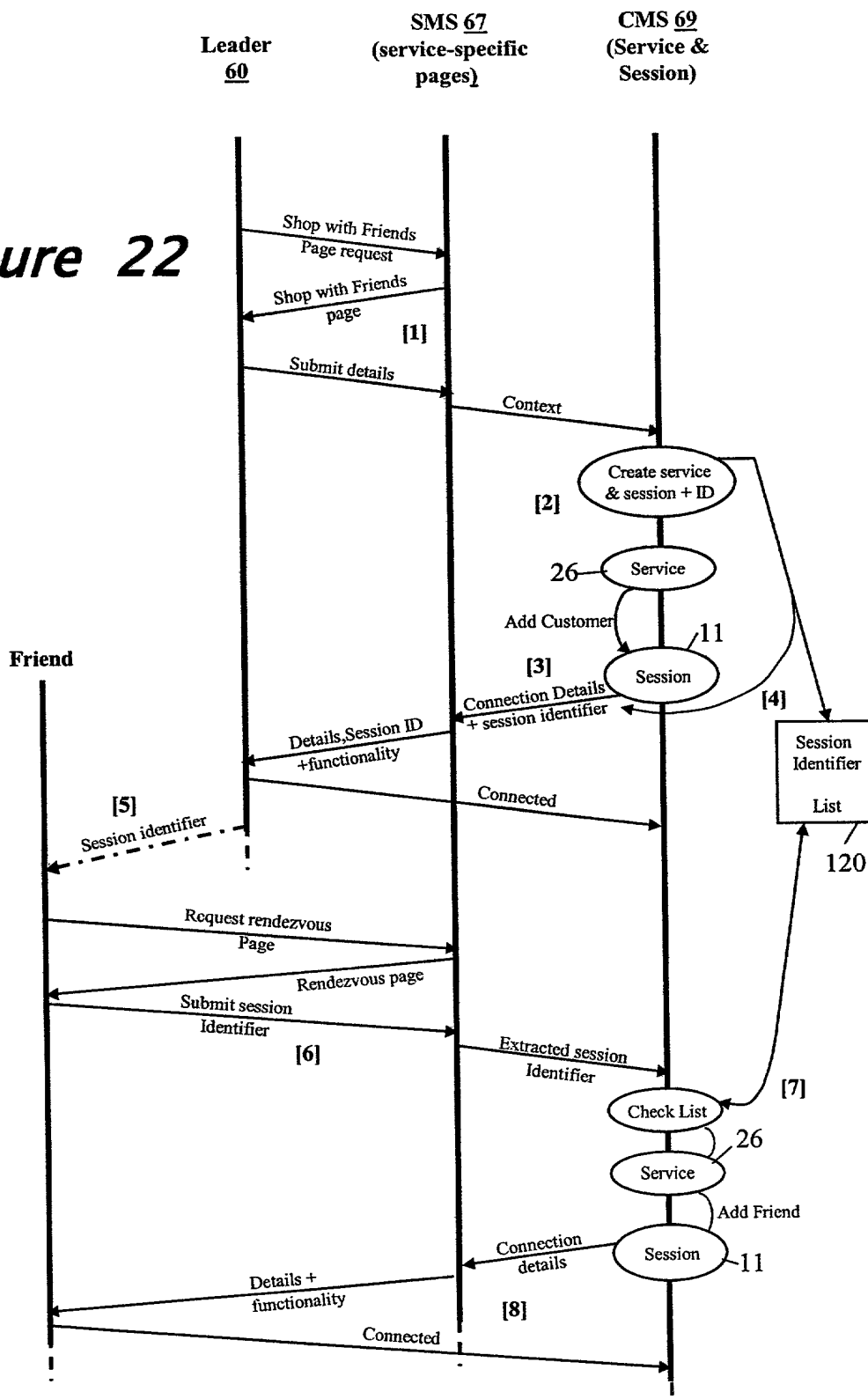


Figure 21

Figure 22



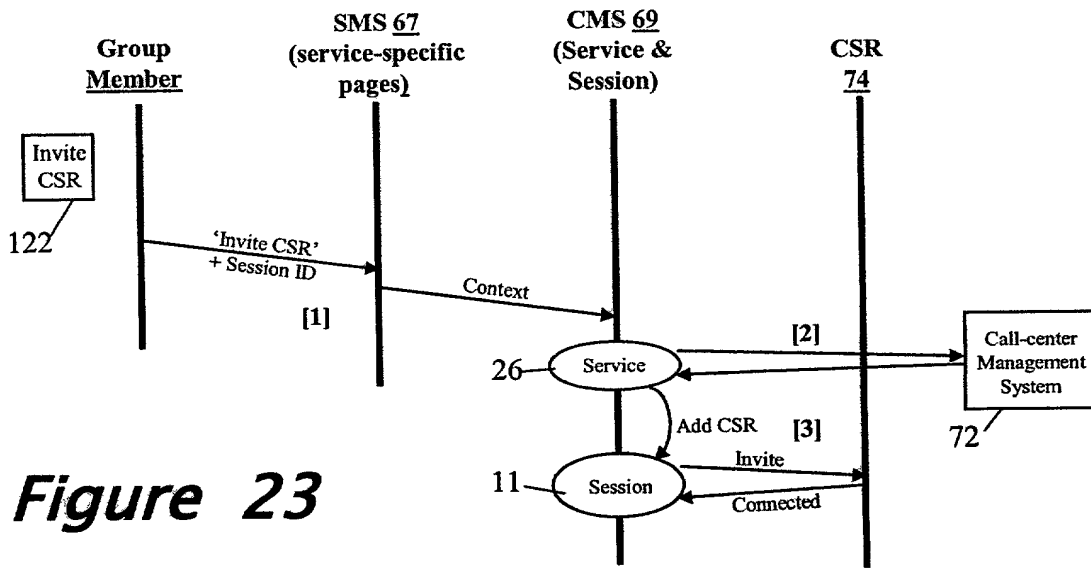


Figure 23

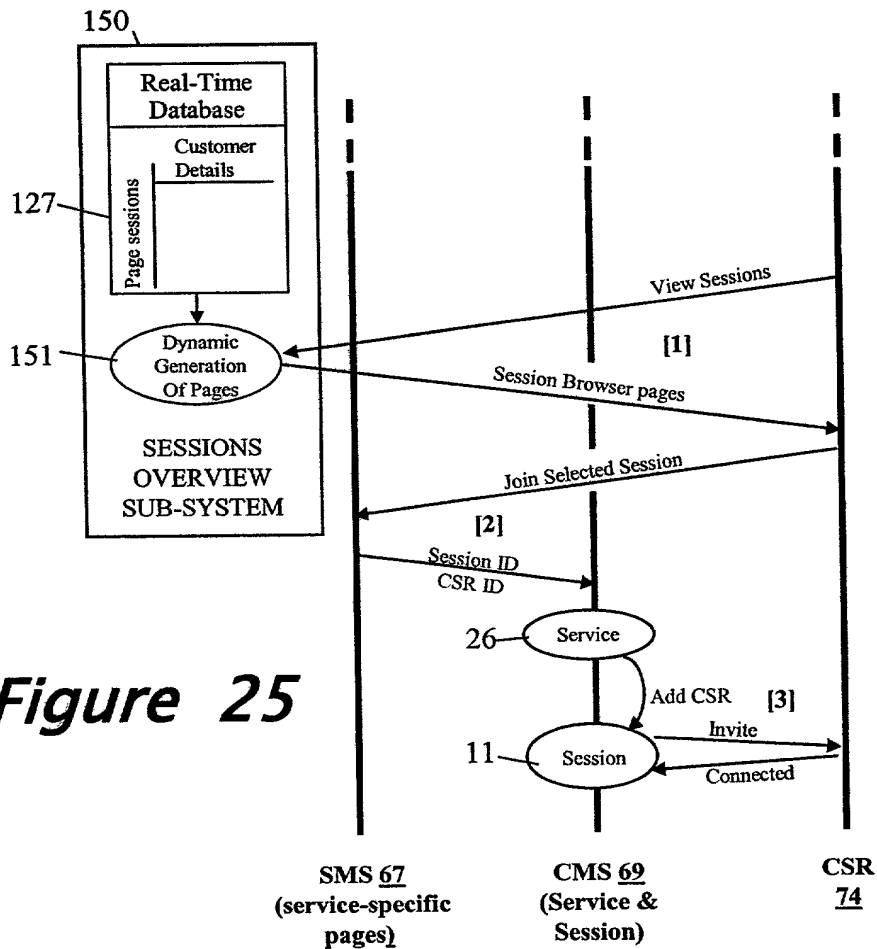


Figure 25

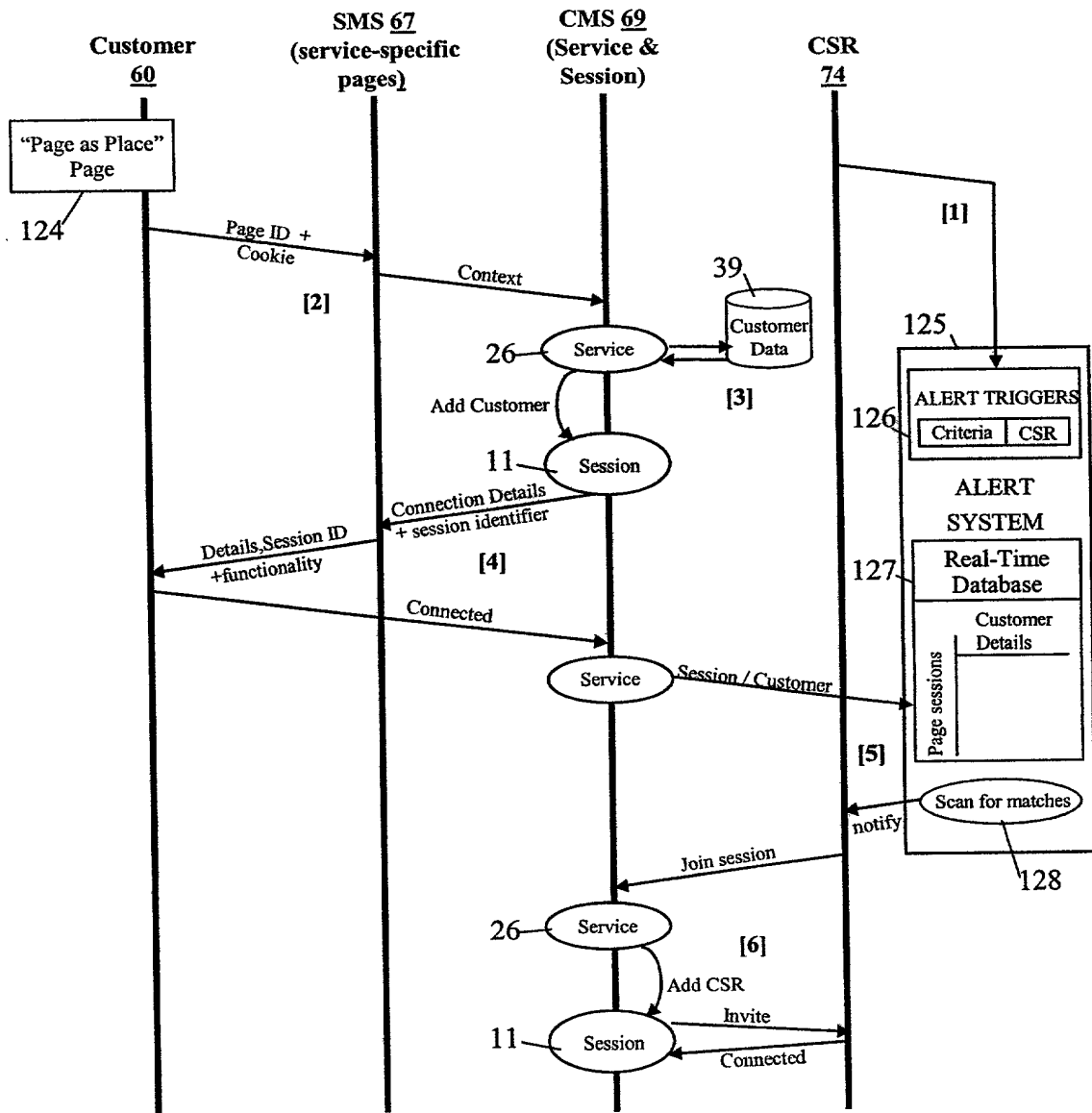


Figure 24

Figure 26

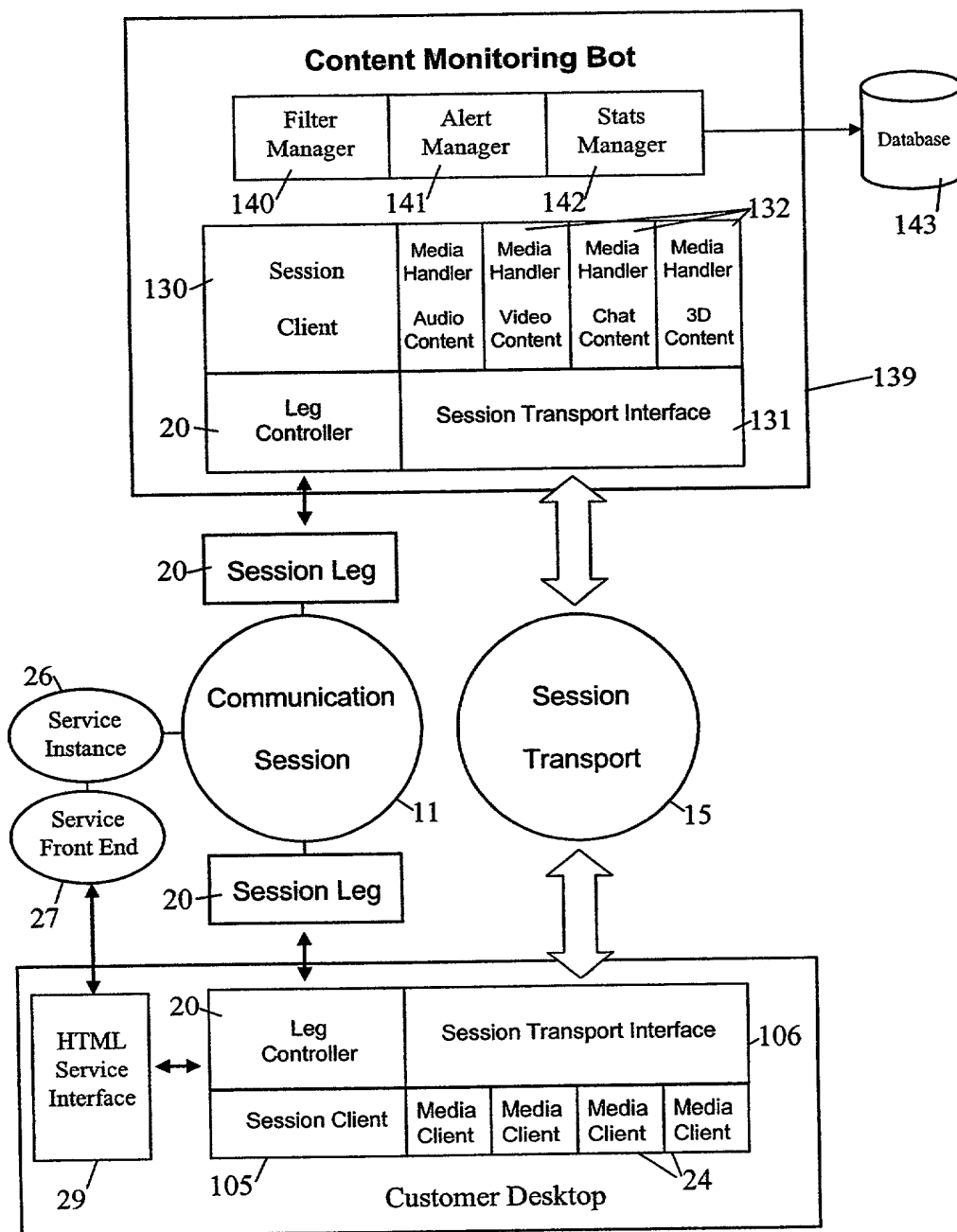


Figure 27